



SUPPORT SERVICES ASSISTANT (GENERAL)
Agency Code: 0499 Class Code: 1432 Exam Code: 0PB56

Department(s):	Dept. of Rehabilitation
Opening Date:	2/16/2011 9:00:00 AM
Final Filing Date:	Continuous
Type of Examination:	Departmental Open
Salary:	MONTHLY-RANGED-SALARY - \$2,074.00 to \$2,688.00
Tenure/Time-base:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

Persons interested in working as a Support Services Assistant (General) with the State of California.

FILING INSTRUCTIONS

Final File Date: Continuous

Where to Apply: Click on the exam link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the State Personnel Board, examination and Selection Services Section at (866) 844-8671, TTY (916) 654-6336, or via the California Relay Service for the deaf or hearing impaired from TTY Phones at 1-(800) 735-2929 or from voice phones at 1-(800) 735-2922.

ELIGIBLE LIST INFORMATION

An OPEN, MERGED eligible list will be established by the Department of Rehabilitation for the State of California. The names of successful competitors will be merged onto the eligible list in order of final scores. Eligibility expires 12 months after it is established. Competitors must then reapply to take the Training and Experience Evaluation to reestablish eligibility. You may reapply 6 months from the date you took the exam.

POSITION DESCRIPTION

Under direct supervision, to provide reasonable accommodation to the known physical or mental limitations of an otherwise qualified person or State employee with a disability; perform reading services; serve as a messenger; transport, and accompany staff members to places of business where services are otherwise unavailable; perform simple clerical services; and to do other related work.

Please Note: All of the Support Services Assistant (General) positions with the Department of Rehabilitation are filled on a Permanent Intermittent basis. However, other State departments that use this list may employ on a Full Time Permanent basis.

EXAMINATION INFORMATION

Online Training and Experience Evaluation - Weighted 100%

The examination will consist of a Training and Experience Evaluation, which is the sole component of the Support Services Assistant (General) exam. To obtain a position on the eligible list, a minimum score of 70% must be attained. An applicant will receive his/her score upon completion of the Training & Experience Evaluation, which is based on the knowledge and abilities listed below.

[Click here to **preview** the Training and Experience Evaluation.](#)

KNOWLEDGE AND ABILITIES

Knowledge of:

1. The concerns and special needs of persons with disabilities as it relates to the community and working environment.
2. Various disabilities to enhance delivery of services.

Ability to:

1. Read and write English at a level required for successful job performance.
2. Utilize various computer software (e.g., word processing, spreadsheets) to enhance work efficiency.

3. Read aloud and speak intelligibly to facilitate effective communication.
4. Adapt to changes in priorities, work assignments, and other factors to ensure job expectations are met.
5. Be organized with attention to detail to ensure job efficiency.
6. Actively listen to others to facilitate communication.
7. Maintain professional standards in compliance with applicable policies and procedures.

VETERANS PREFERENCE

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, Veterans who have achieved permanent civil service status are not eligible to receive veterans preference credits.

CAREER CREDITS

Career Credits will not be added to the final score of this examination.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from other clerical support classifications by the services to be performed. Incumbents in the class of Support Services Assistant (General) are regularly and routinely required to perform reading, driving, and/or work related personal care services for persons with disabilities. This class is not to be used in lieu of other clerical classes which provide assistance to an applicant/employee in an office or unit.

SPECIAL PERSONAL CHARACTERISTICS

Neatness, willingness to follow directions, ability to read aloud and speak intelligibly. For those positions requiring driving, possession of a valid driver license will be required. Applicants who do not possess this license will be admitted to the examination but must secure the license prior to appointment.

CONTACT INFORMATION

Department of Rehabilitation
721 Capitol Mall
Sacramento, CA 95814
(916) 558-5545

California Relay (Telephone) Service for the Deaf/Hearing Impaired:
TTY: 711 (NATIONAL RELAY SERVICE)

DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:

<http://spb.ca.gov/jobs/resources/jobspecs.htm>

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

Department of Rehabilitation reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and/or contact the testing department.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at www.spb.ca.gov or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

TTY is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, once you click “Score My Exam,” it will be instantly scored.

[Click here to go to the Internet Exam for Support Services Assistant](#)